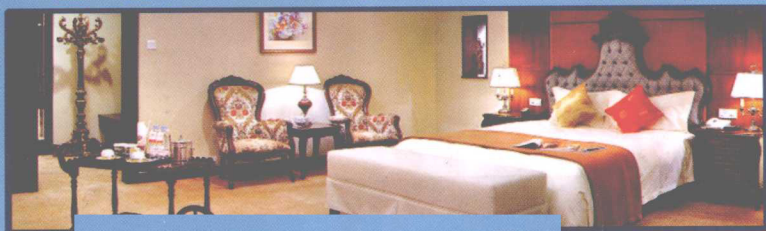


Hotel English SITUATIONAL

酒店情境英语

(下册)



赵晓芳 编著



旅游教育出版社

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赵晓芳 编著

(美) William Daniel Garst 审校

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P R E F A C E

前言



在贯彻国家“以应用为目的,实用为主,够用为度”的教育方针的前提下,酒店专业英语既要培养学生具备必要的英语语言知识,也应强调培养学生运用英语进行有关涉外业务工作的能力。社会对学生的就业要求从注重知识转向了注重技能,因此我们的教学方法也应该从注重教师的教而转向注重学生的学,引导学生自主地学习,创设良好的语言环境,为学生营造一个能够进行语言交流的平台。

随着国际间交流不断增多,英语已经不再是对高层次人才的特殊要求,已经成为了进入旅游行业的“敲门砖”。而就是这块“敲门砖”,在酒店专业学生就业中,反而成了职业的“门槛”,阻碍了许多毕业生寻求更好的职业发展。酒店服务与管理专业的学生将要面对的是与外宾的面对面服务,他们除了要具备良好的专业技能,更重要的是要有较好的听说能力。把语言真正作为一种交流的工具应用于今后的日常工作中。因此,越来越多的星级涉外酒店把学生的外语能力当做一个重要的用人标准。

《酒店情境英语》就是为顺应酒店行业的需要,吸取情境教学、个性化教学、实践教学以及快乐教学等现代教学理念的精髓,注重培养学生的跨文化交际能力、注重在情境中展现新知识、在交际中融入新知识、注重鼓励展现自我。教程倡导以学生为中心把课堂营造成微型的酒店英语世界,给学生提供最大程度的实践机会,提倡任务型学习,鼓励合作学习方式。全书坚持以听说带动读写、精讲多练的教学思想,旨在全面提高学生的语言交际能力。

本教程按照酒店服务与管理的现实需要以及专业教学课时安排,分上、下两册编排四大核心内容,即前厅部、客房部、餐饮部及其他服务与管理。每个部分又由多个单元组成,上下两册共有24个单元:上册包含前两部分1~13单元的内容;下册包含后两部分14~24单元的内容;同时,下册还收录了与酒店服务管理工作、特别是与餐饮部门密切相关的6个英汉对照实用附录,分别为:“基本餐具名称”、“调味品”、“常见的蔬菜、水果及坚果”、“烹调术语”、“常见西餐菜名”和“精选酒水牌”。

每个单元分别由以下5个模块构成:

Section 1 Listening Practice: 此部分主要通过 Vocabulary Repetition, Dialogue Listening 和 Pair Practice 三个环节,使学生通过听的过程,习得本章节的重点词汇,将这些词汇准确填入 Dialogue Listening 的微型对话中。从而为学生提供日常酒店英语对话中纯正的交际语言。同时,掌握语言的另一个重要步骤是以会话为基础有条理地进行拓展。“Pair Practice”,就是运用留出待填空缺的会话模式让学生能够适时地进行语言替换,内化为自己的语言。

Section 2 Speaking Practice: 此部分主要包括 Collection of Special Terms, Role-playing 和 Heart to Heart 三个环节,是本教程的语言交际模块。通过对“Collection of Special Terms”的学习,为学生完成语言交际活动提供了丰富的语言素材,可以解决学生用词匮乏的困惑。“Role-playing”环节将学生带入全真的酒店场景中,用角色扮演的方式完成设定的任务。“Heart to Heart”就本单元的各种主题进行交流,引发学生各抒己见,在没有教师逐一纠正、以“交流”为目的的语言环境下进行。随着时间的积累、教师的指导和学生的不断练习,培养学生逐渐适应自由谈话,从而提高其英语表达的流利程度。

Section 3 Reading Practice: 此部分包括酒店或商务公文阅读以及与本单元主题相关的阅读材料,目的是通过此部分的学习,使学生在听说的基础上,进一步了解酒店相关的公文写作,拓展学生对这一主题的了解,提高他们的读写能力。

Section 4 Cultural Communication: 由 Custom 和 Quick Practice and Chant 两个部分组成,通过图文并茂的中外文化展示,培养学生关注跨文化交流,并有目的地在“Quick Practice and Chant”环节中呈现知名酒店的企业文化以及朗朗上口的精彩英语片断,鼓励学生将他们喜欢的内容背诵下来,使学生体会到学习的快乐。

Section 5 More Exercises: 在此模块编者特别注重与教学内容的呼应,每个单元的练习中都包括一个与阅读材料相关的公文写作内容,旨在帮助学生提高职业能力。同时,本书还增加了利用网络资源完成课后作业的环节,让学生遨游在网络的世界里,在完成教师要求的同时从网络上获得更多的书本以外的专业知识,达到知识的升华。更重要的是,培养学生学会关注酒店业的动态,养成良好的职业习惯。

为方便教学,本教程配有录音光盘及电子版教师用书。录音光盘中包括“Section 1 Listening Practice”中“1-1 Vocabulary Repetition”和“1-2 Dialogue Listening”两模块的内容;电子版教师用书则包括练习答案、歌曲译文及解释两部分内容。电子版教师用书可从中国旅游教育网(www.tepecb.com)申请下载。

本书得到了山西旅游职业学院郑子全、赵贤松、何乔锁、王碧波等几位院领导的大力支持,在此表示衷心感谢。另外,还要特别感谢山西省旅游局副局长李太阳先生提供相关图片。

由于编者水平有限,难免有疏漏之处。恭请各位同行多提宝贵意见,以便于日后修订,使之日臻完善。

编 者

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Part Three

Food and Beverage Department

餐 饮 部

★ Lead-in Reading

The reputation of a hotel is determined by the comfort and service it offers to its guests. However, one often hears the words, “a very comfortable hotel, but the food was poor”. More and more hoteliers come to realize that food and beverage service is a key element in a hotel's operation. In many large hotels, it brings in more income than room rentals. ①

There are a number of different areas offering a variety of meals and services all within a hotel—the restaurant, grill room, different bars, cafeteria and coffee shop as well as room service, lounge service and banqueting. ② The operation of a restaurant is a complex mixture of components in a total system. ③ The Food and Beverage Department involves many people working together as a team. So group cohesiveness④ is especially important here.

Good cooking is regarded as an art. Moreover, the Food and Beverage Department employees can play an extremely important role in creating a pleasant atmosphere, which is one of the services our hotel sells. High quality service requires that every staff member love his job and knows about his work right down to

① It brings in more income than room rentals. 它(餐饮部)的收入要高于客房费的收入。

② There are a number of different areas offering a variety of meals and services all within a hotel—the restaurant, grill room, different bars, cafeteria and coffee shop as well as room service, lounge service and banqueting. 酒店许多不同区域都提供各种各样的餐食和服务——餐厅、烤肉店、各种酒吧、自助餐厅和咖啡厅以及客房送餐服务、休息区服务和宴会服务。

③ The operation of a restaurant is a complex mixture of components in a total system. 餐厅经营是整个酒店系统中各个部分组成的综合性活动。

④ group cohesiveness: 团队合作, 团队凝聚力。



its last detail. ① The initial contact with the customer can be a vital contribution to the success of his meal. A good waiter tries to satisfy the requirements of both the customer and the restaurant at once.

In conclusion, good knowledge and skill, a cordial smile, plenty of courtesy with sincere effort and efficiency can certainly cook up a most inviting “dish”, a “dish” which will bring into full play the motto—“Reputation first, customer foremost”. ② That is a devoutly wished consummation.

Words and Expressions

reputation [ˌrepjuˈteɪʃən]	n.	名声
hotelier [həuˈtelɪə]	n.	旅馆老板, 旅馆经理
rental [ˈrentl]	n.	租费, 房租
variety [vəˈraɪəti]	n.	多样化; 种类
grill [grɪl]	n.	烤架, 炙烤的肉类食物
grill room		烤肉店
cafeteria [kæfiˈtɪəriə]	n.	自助餐厅
coffee shop		咖啡厅
complex [ˈkɒmpleks]	adj.	复杂的, 错综的
mixture [ˈmɪkstʃə]	n.	混合, 混合物
component [kəmˈpəʊnənt]	n.	组成部分
total [ˈtəʊtl]	adj.	总的, 全体的
system [ˈsɪstəm]	n.	系统, 体制
cohesiveness [kəuˈhesɪvnɪs]	n.	粘着, 凝聚力
especially [ɪsˈpeʃəli]	adv.	特别, 尤其; 主要
extremely [ɪksˈtriːmli]	adv.	极其, 非常
atmosphere [ˈætməsfiə]	n.	气氛
initial [ɪˈniʃəl]	adj.	最初的, 主动的
contact [ˈkɒntækt]	n. & v.	接触, 联络

① High quality service requires that every staff member love his job and knows about his work right down to its last detail. 优质服务有赖于每位员工对本职工作的热爱及其对工作内容直至细节的了解。

② In conclusion, good knowledge... “reputation first, customer foremost”. 总之, 丰富的知识, 足够的技能, 由衷的微笑, 足够的礼节, 再佐以加倍的努力和效率, 一定能烹调出一道诱人的佳肴。它将充分体现“信誉第一、顾客至上”的座右铭。



contribution [kɒntri'bju:ʃən]

n. 贡献,捐助

conclusion [kən'klu:ʒn]

n. 结论,终了

cordially ['kɔ:djəli]

adv. 热忱地

inviting [in'vaitɪŋ]

adj. 诱人的

motto ['mɒtəu]

n. 座右铭

foremost ['fɔ:məʊst]

adv. 在最前,最重要

cōnsummation [kɒnsə'meɪʃən]

n. 结局;完美的事物

devoutly [di'vaʊtli]

adv. 衷心地,诚挚地



Unit 14

Reservation

预订业务

Section 1 Listening Practice

1-1 Vocabulary Repetition

Direction: Repeat each expression after you hear it.

at present	vacant
specialties	availability
menu	looking forward to
Western cuisine	sign
inform	partitioned
video	slide projector

1-2 Dialogue Listening

Direction: Listen and complete the following dialogues.

Dialogue 1

Booking Seats^① (餐位预订)

(C = Clerk; G = Guest)

① booking seats: 订座, 订位。客人通常通过电话预订座位, 预订员应问清留座时间、预订电话、姓名、单位名称等。

- C: Good afternoon. Banquet Reservation. ① May I help you?
 G: Yes, I'd like to book a table for six.
 C: Are you going to eat Chinese or _____ ?
 G: Chinese food. We are going to order some _____.
 C: Is it for today's dinner?
 G: Yes, at 6:30 p. m. If possible, try to arrange for a window table.
 C: May I have your name and room number?
 G: Wilson. My room number is 2112.
 C: Yes. Mrs. Wilson in Room 2112 reserves a window table for 6 at 6:30 tonight.
 We are _____ seeing you.
 G: Thanks. Goodbye.

Dialogue 2

Receiving the Diners(接待来客)

(*Scene: A party of six is waiting to be seated for dinner in a crowded restaurant.*)
 (H = Hostess; G = Guests)

- H: Good evening, ladies and gentlemen. Welcome to our restaurant.
 G1: Hello, do you have a table for six?
 H: Have you made a reservation, sir?
 G1: I'm afraid not.
 H: I'm sorry to say that we don't have a _____ table at the moment. Would you please have a seat in the waiting room for a few minutes? One table over there is almost ready. I'll call you then. May I have your name, sir?
 G1: Yes, Adams.
 H: Thank you, Mr. Adams. This way, please. (*Leading them to the waiting room*) (*Five minutes later*) Sorry to have kept you waiting, ladies and gentlemen. We can seat your party now. Would you step this way, please?
 (*Once in the dining hall again, another guest of the party catches sight of a table by the window.*)
 G2: Can we sit there, waiter?

① Banquet Reservation: 宴会预订



G3: Oh, that table has been reserved. Look, there's a _____ on it.

H: Yes, you are right, sir. If you want that one tomorrow, I'll have it reserved for you. Would you try this table _____?

G3: OK.

H: Take your seats, ladies and gentlemen. Here's the _____. I'll return in a few minutes to take your order.

Dialogue 3

Reserving a Meeting Room^①(会议室预订)

(C = Clerk; G = Guest)

C: Good morning, sir. May I help you?

G: Yes, I'd like to reserve a room for a lecture. Can you make some suggestions?

C: Sure. How many people are you going to have?

G: Around 60.

C: At what time?

G: The day after tomorrow.

C: That's the 2nd of April. For how long?

G: From 8:30 a.m. to 4:30 p.m.

C: Yes, sir. A moment, please. I'll check the room _____. Thank you for waiting. Your lecture will be arranged in the function room No. 2.

G: Thank you.

C: I'd like to suggest a classroom set-up.

G: That'll be fine.

C: Are you going to have a _____ show?

G: Yes, I think so.

C: We'll prepare 2 TV sets and 2 video players.

G: That's great. Please also get a _____ ready.

C: We will. For your information, the room rental is charged on a half-day basis and there is a charge for the equipments. ^②

① reserving a meeting room: 会议室的预订。有些酒店将这一服务归于餐饮预订服务中, 也有的酒店将这一服务归于前厅部。

② ... the room rental is charged on a half-day basis and there is a charge for the equipments. 会议室的租金是由半天起价, 而且所配备的设备也要收取一定的费用。



- G: No problem. A banner is also preferred in the lecture room and a poster in the lobby. ①
- C: Yes, we will do that. Would you please write down the name of your lecture?
- G: Yes, here you are. Can I have a look at the function room now?
- C: Yes, follow me. The function rooms can be partitioned according to the needs of the guest. For the lecture like yours, two rooms will be just fine. (*Now they are back at the reservation desk.*) May I have your name and room number, please?
- G: My name is Fred Esmend. My room number is 1108.
- C: Yes, Mr. Esmend. Room 1108. (*After having prepared the event order*) Would you please sign here for _____?
- G: OK. If we have changes, we'll _____ you at once.
- C: Yes, please. Is there anything else I can do for you?
- G: No, thanks a lot.
- C: Thank you for the booking. We look forward to seeing you, Mr. Esmend.

★ 1-3 Pair Practice

Direction: Practice with your partner.

- C: Good afternoon. Wuxi International Hotel. Banquet Reservation. Xiao Wu's speaking. May I help you?
- G: _____. I'd like to book a table for four in private room.
- C: _____?
- G: Chinese food.
- C: _____.
- G: At 6:30 tonight.
- C: _____?
- G: Jackson, Room 807.
- C: May I repeat your reservation? A table for four in the Chinese restaurant at 6:30 tonight for _____ Room 807. _____?

① A banner is also preferred in the lecture room and a poster in the lobby. 我们会在会议室为您提供(会议)横幅,在大厅为您摆放(会议)通知。



Section 2 Speaking Practice

2-1 Collection of Special Terms

THIS TABLE IS RESERVED

(Sometimes a guest sits at a table that is reserved for another guest. This is moment for diplomacy.)

Waiter: I'm sorry, sir. This table is reserved.

Guest: Oh, excuse me.

Waiter: 1) Perhaps you would like a table over there.

2) If you wait just a moment (*five minutes, etc.*), I will find a table for you.

3) If you can wait in the bar for fifteen minutes (*thirty minutes, etc.*), I will find a table for you.

AN INAPPROPRIATE TABLE

(At times, you will need to tell guests that the table that they prefer is not appropriate.)

Waiter: I'm sorry. This table is for six.

You will need a bigger table.

Please wait a moment until I find a bigger table.

I will put two tables together.

Could you wait in (*at*) the bar until I find a (*an appropriate*) table for you?

2-2 Role-playing

Direction: Discuss the following situations with your partner and take turns role-playing both A and B. And then write a short dialogue for each situation.

**Role-playing 1**

It is 8 p.m. in the evening. A guest comes in. The restaurant is full. If the guest has not made a reservation, he can wait 20 minutes or so in the lounge bar.

(20 minutes later) Call the guest. Tell him his table is ready and show him to it. But the table is too near the doorway. The guest sees another table near the window that looks fine. But the table near the window is reserved. Suggest the table in the corner. Tell the guest you'll bring the menu.

Role-playing 2

Caller: Jack wants to reserve a table for tonight. There will be six guests together and they want to have dinner at 7:15.

Reservationist: you ask the caller what type of food they like. You ask for the name of the guest and telephone number, and then repeat the booking.

Role-playing 3

A guest calls to make a reservation. As a reservationist, you should:

- (1) Greet him over the phone.
- (2) Ask him about the following:
 - A. date and time;
 - B. covers;
 - C. types of cuisine;
 - D. special requirements for the banquet;
 - E. How much for food? What to drink?
 - F. guest's name and company's name;
 - G. telephone number.
- (3) Repeat the reservation for confirmation.
- (4) If the restaurant is fully booked for the time the guest reserves, just make suggestions.



2-3 Heart to Heart

Direction: Talk with your partner about your hometown. List some specialties and places of interest in your hometown.

Section 3 Reading Practice

Passage 1

Things Lost(失物启事)

About 9 a.m. yesterday, I lost my black bag on the playground. My ID card, student's card, a little money and two notebooks were in the bag. Will any kind person who finds the bag please take the trouble to send it to the master of Class One, Senior Three?

Thank you for your having kept it. Thank you very much.

The Anxious Loser
I am in hot water!

Passage 2

Banquet Reservation(宴会预订)

In many hotels the banquet reservationists belong to the Food and Beverage Department His/Her responsibilities includes answering questions about reservations, booking and assigning tables or private rooms for guests who request a table or a room in the hotel. He/She takes reservations, cancellations and revisions. He/She fills up the reservation forms and then distributes them to restaurant manager, chef, chief accountant, cost controller, and chief receptionist.

Food and beverage reservations are made in different ways. Some guests fax their reservations to the banquet reservationists. Others go directly to the hotel and



make reservations in person; still others simply make reservations on the phone.

For a large-scale or an important banquet reservation, however, a face-to-face talk is suggested. When a guest comes to make reservation in person, he'll be able to give detailed instructions with regards to the set-up of the banquet venue, table set-up, food and beverage standard, and the like. It is suggested a contract be concluded following the negotiation. Normally the following points must be specified in the contract: date and time, food covers, food price per cover, the set-up of the banquet venue and table seating arrangement, the name of the organizer and liaison person, their telephone numbers, and payment method, as well as service charge. ①

Words and Expressions

banquet [ˈbæŋkwɪt]	n.	宴会
cuisine [kwiˈziːn]	n.	烹饪(法);菜肴
specialty [ˈspeʃəlti]	n.	特色, 特色菜
vacant [ˈveɪkənt]	adj.	空的
catch sight of		看到
take order		点菜
lecture [ˈlektʃə]	n.	演讲, 讲课, 讲座
availability [əˌveɪləˈbɪləti]	n.	有效性; 可用性
video [ˈvɪdiəʊ]	adj.	电视的; 视频的; 录像的
partition [pɑːˈtɪʃən]	v.	分割; 隔开
automatically [ɔːtəˈmætɪkli]	adv.	自动地
diplomacy [diˈpləʊməsi]	n.	外交(手段); 交际方法/手段
slide projector		幻灯放映机
banner [ˈbænə]	n.	旗, 旗帜; 横幅
cancellation [kænsəˈleɪʃən]	n.	取消
revision [riˈvɪʒən]	n.	修订
distribute [dɪˈtrɪbjʊt]	v.	分配

① Normally the following points must be specified in the contract: date and time, food covers, food price per cover, the set-up of the banquet venue and table and seating arrangement, the name of the organizer and liaison person, their telephone numbers, and payment method, as well as service charge. 通常在会议洽谈中需要谈及以下事项: 会议日期和具体时间、用餐人数、用餐标准、宴会地点安排和餐桌布置、与会者姓名、联系人、电话号码、付费方式和服务费。

cover 在这里指“用餐者”。